



Animal Services Manager

City of Cibolo, Texas





About Cibolo

The City of Cibolo is one of the safest and most livable cities in the State of Texas and is located in Guadalupe County, south-central Texas, bordered by I-10 to the south and I-35 to the north. Cibolo is successfully attracting diverse new residents with its outstanding work, school, and leisure opportunities.

With a population of 32,276 in 2020, Cibolo has doubled in size since 2010 and projects that growth to continue. Cibolo has a number of exciting plans on the horizon, particularly in the retail, manufacturing, and industrial sectors. With approximately 370 new living units and 1,200 new residents each year, the city is considered one of the fastest-growing along the I-35 corridor, leading to it proudly embracing its moniker, “City of Choice.”

The City of Choice is the tagline that we’ve chosen as we continue to grow exponentially every year. New residents choose to relocate to Cibolo for various reasons, but the main ones are the small-town appeal, our diverse business offerings, a safe and family oriented community, and the convenience of being near other destinations in the San Antonio area. The City of Cibolo is served by the Schertz, Cibolo, Universal City Independent School District (SCUCISD) which is one of the top school districts in the state.

Organizational Growth

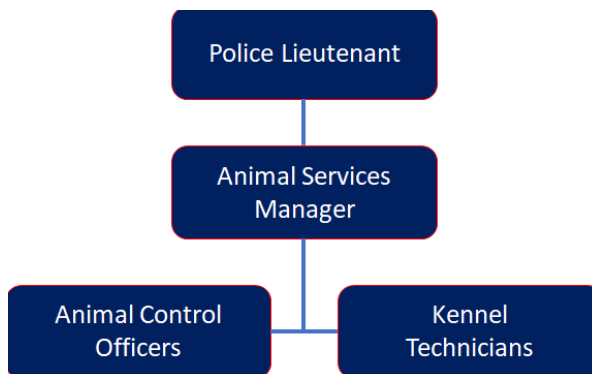
Animal Services has seen a 250% increase in personnel over the past six years. There are currently three (3) Animal Services Officers, including the Manager, as well as four (4) part time Kennel Technicians. In addition, the current animal shelter is on the Capital Improvement Project list for future expansion.



Animal Services Office and Position

About the Office

Aim to provide leadership to all Animal Services employees, as well as, provide efficient management of the City's animal shelter. The Animal Services Department performs important functions for the City, to include: zoonosis control, animal safety and care, pet and owner reunions, pet adoptions and education for pet owners and citizens. The Animal Services Department plays an important role in citizen outreach while participating in various programs meant to foster positive community partnerships with our citizens.



About the Position

The City's Animal Services Manager leads, manages and directs the Animal Services Department including the Animal Control Officers, Kennel Technicians and efficient operation of the Cibolo Animal Shelter. The Animal Services Manager also assists in coordinating animal shelter volunteers. The Animal Services Manager provides recommendations to the Chief of Police or his designee regarding strategic planning, direction of Animal Services, regulations, policy matters and personnel matters within the department budgeting requirements.



Performance Measures

Performance Measures of the Office

The City of Cibolo is working to enhance the level of services provided by the Cibolo Animal Services Department. The City is growing at a rapid pace and is continuing to build facilities and expand services. With practically every new home built in Cibolo, new residents and pets move into the city. While the number of animals that the Animal Services Department interacts with every year increases, from 453 in fiscal year 2020 to 631 in fiscal year 2021, the challenge is to raise the level of services for animals and citizens, not just maintain the status quo.

- Ensure the Animal Services Department meets the needs of the City while enforcing the City of Cibolo's Animal Control regulations and State law.
- Maintain accurate records of animal intakes, return to owners (RTO), adoptions, release to rescues, animals euthanized, animal bites, cruelty cases, etc.
- Provide direction and supervision to Animal Service employees in accordance with provided standards, expectations, values, mission and policies.
- Support of other City departments that interact with Animal Services.
- Continued training for all Animal Service employees.



Challenges and Opportunities

Opportunities

- Build a high performing team with Animal Services employees.
- Develop a training program for Animal Services employees.
- Establish a coaching/mentoring plan for Animal Services employees.
- Lead the planning process for future Animal Shelter expansion.
- Facilitate a new outreach program to develop community partnerships.
- Engage with other City department heads to provide outstanding service.

Challenges

- Create an efficient intake/outtake process for Animal Shelter.
- Implement performance management plan for Animal Services employees.
- Increase levels of service with current facility and resources.
- Enhance teamwork/interaction between Animal Services and other departments.
- Build strong professional relationships with surrounding entities.
- Develop field training program for Animal Services officers and Kennel Technicians.
- Propose policy updates and establish standard operating procedures.



Ideal Candidate

In addition to being ethical, well qualified, and experienced, the next Animal Services Manager for the City of Cibolo must possess certain traits essential for success:

- An energetic and positive personality will be well received by both the department staff and other employees of the City.
- The next Manager should be a hands-on leader, willing to work alongside his or her staff and build a strong team.
- An attitude that attempts to get to “yes” whenever possible through problem solving, innovation, and determination.
- Excellent interpersonal and communication skills, as well as good political acumen. The Manager will frequently interact with executives and officials across the City organization as well as collaborate with external entities.
- The next Manager should be a champion of performance metrics to track project management and service, have a passion for customer service and a keen eye toward detail and should build a similar culture in the Department.
- A leadership style that is empowering, willing to listen and involve staff in key decisions, and delegate important responsibilities to invest in the professional development of the team.
- Experienced animal services professional with expertise in community outreach, employee training/development, and methods to sustain Cibolo's successful track record of saving animals through reunions with owners, adoptions, and rescues.



Position Requirements

Experience and Education

Candidates must have five years of full-time progressively responsible work experience in animal services with additional emphasizes on customer service. Two years of the required experience must have been in a supervisory capacity. Job requirements also include a valid Texas driver's license, a good driving record, and the ability to maintain a good driving record while employed. Candidates must pass CIJS background check including fingerprint submission. This position requires work outside of regular business hours including nights and weekends, as needed.

Compensation and Benefits

This is a non-exempt position with a pay rate starting at \$42,568.34, or higher based upon experience. The City participates in the Texas Municipal Retirement System (TMRS) at a 7% employee deposit rate, with a municipal matching ratio of 2:1. A generous benefits package is provided, including medical, dental, and vision insurance, and paid vacation and sick leave.

Application Process

- Please apply online: www.cibolotx.gov
- For more information on this position contact Human Resources :
HR@CiboloTX.gov or 210-658-9900x3117
- The City of Cibolo is an Equal Opportunity Employer and values diversity in its workforce. Applicants selected as finalists for this position will be subject to a comprehensive background check.

Resources

- City of Cibolo: cibolotx.gov

